



## GENERAL INFORMATION

**Processing hours:** DMV technical staff is available to help with any on-line system problems Monday through Friday 8:00 a.m. to 5:00 p.m., however processing can take place outside of this time frame. Some planned outages may occasionally occur. These outages will be communicated with sufficient lead-time to allow for any necessary contingency plans. DMV technical support staff can be reached at 800-362-3050.

**Web Access Management System (WAMS):** For logon ID and password questions contact the WAMS Internet site at <https://on.wisconsin.gov/>

**Agent Partnership Unit (APU):** For questions related to the completion of electronic title/registration applications, contact DMV's Agent Partnership Unit at 608-267-3349 between the hours of 7:45 AM and 4:30 PM, Monday through Friday or email your question to [DOTDealerseMV11@dot.state.wi.us](mailto:DOTDealerseMV11@dot.state.wi.us)

**Customer Service Unit (CSU):** For questions regarding the sign-on process, user ID, user roles, or password questions, call DMV's Customer Service Unit at 608-266-1425 and select prompt #1. Phones are answered between the hours of 7:45 AM and 4:30 PM Monday, Tuesday, Wednesday, Friday and 11:30 AM to 4:30 PM on Thursdays. You can also email your questions to [dealers.dmv@dot.state.wi.us](mailto:dealers.dmv@dot.state.wi.us)

**e-MV11 Home Page:** For general information about e-MV11 including the sign-up process and frequently asked questions visit the e-MV11 Home Page at <http://www.dot.wisconsin.gov/business/dealers/emv11>

**e-MV11 User Manual:** Access the e-MV11 User Manual at: <http://www.dot.wisconsin.gov/business/dealers/emv11/manual.htm>

## INITIAL SETUP

### **Signing up for e-MV11**

Wisconsin dealerships can sign up for e-MV11 at

<http://www.dot.wisconsin.gov/business/dealers/emv11/access.htm>

For questions regarding the sign-on process, user ID, user roles, or password questions, call DMV's Customer Service Unit at 608-266-1425 and select prompt #1. Phones are answered between the hours of 7:45 AM and 4:30 PM Monday, Tuesday, Wednesday, Friday and 11:30 AM to 4:30 PM on Thursdays. You can also email your questions to [dealers.dmv@dot.state.wi.us](mailto:dealers.dmv@dot.state.wi.us)

### **Internet Address for e-MV11**

Access the e-MV11 processing site at <https://trust.dot.state.wi.us/emv/emvservlet>

### **Bank Account Information**

Upon accessing the e-MV11 application, your electronic fund transfer information must be entered by performing the steps below before processing any title or inquiry transactions. Refer to the User Manual Section 8 for step-by-step instructions.

- Select Bank Account Information and Forms from the Main Menu choices.
- Select ACH Maintenance.
- Select Add from Bank Account screen.

Enter Bank Name, Routing Number, and Account Number. Select Add Bank Account

### **Adobe Reader:**



You will need the Adobe Reader (provided free of charge) to view PDF files. For more information about getting your free copy of the Adobe Reader, visit WisDOT's Software information page at:

<http://www.dot.wisconsin.gov/util/software.htm>

**Adobe Reader Settings:** Each computer that will be using e-MV11 will need to have the Adobe Reader settings adjusted prior to processing.

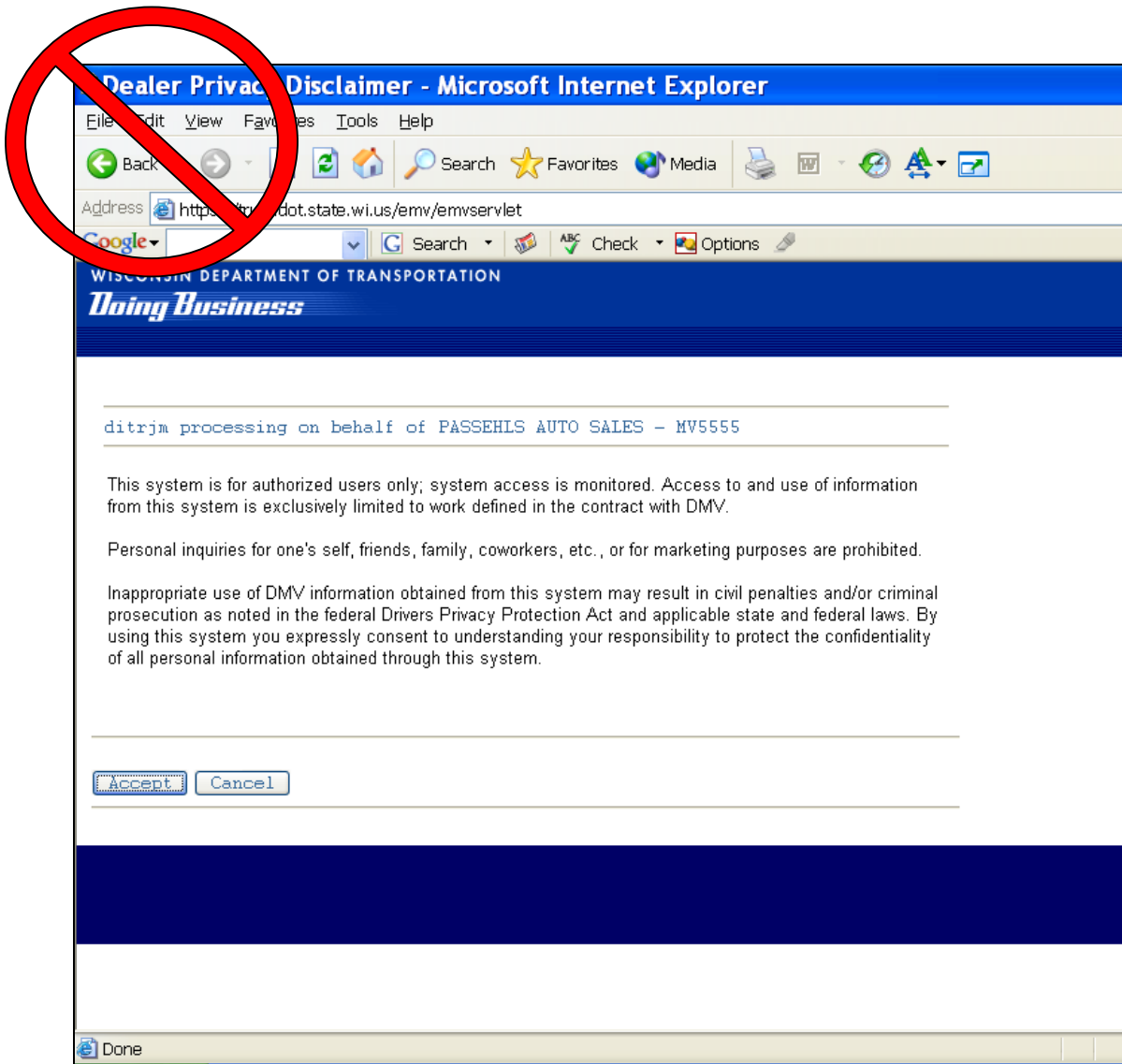
1. If you have Windows, click on **Start** and select **Programs**. If not, go into your computer's list of programs.
2. Click on **Adobe Reader**.
3. Click on **Edit**.
4. Click on **Preferences**.
5. Depending on which version of Adobe you have, select either **Options** or **Internet** from the list on the left side of the window.
6. **Unclick the first box** - Display PDF in browser.
7. Click on **OK**.
8. Exit Adobe Reader.

# GETTING STARTED

The screenshot shows a Microsoft Internet Explorer window titled "WisDOT Extranet Login - Microsoft Internet Explorer". The address bar displays the URL: <https://trust.dot.state.wi.us/emv/ICSLogin/?https://trust.dot.state.wi.us/emv/emvservlet>. The page header includes the Wisconsin Department of Transportation logo, the word "Extranet", and the date "Wednesday 2nd November, 2005". The main content area is titled "Please log In" and contains a login form with two input fields: "User ID:" and "Password:". Below the form is a "WARNING" message: "WARNING: This system is for authorized users only. System access is monitored. By using this system, you expressly consent to system monitoring. Evidence of unauthorized access will be provided to the appropriate law enforcement agencies for prosecution. [gxp2]". A "Login" button is positioned below the warning. At the bottom of the form, there are three underlined links: "Register your Wisconsin User ID.", "Change your password.", and "Forgot your password?". The status bar at the bottom of the browser window shows "Done" and "Internet".

**Getting Started:** Enter your WAMS logon ID and password. Use the underlined links highlighted in blue for help. For additional questions, contact the WAMS Internet site at <https://on.wisconsin.gov/>

## PRIVACY DISCLAIMER



Select **Accept** to continue.

**Processing Tip:** DO NOT use the Internet browser arrows (Back and Forward) to navigate. To move from page to page in eMV11, use the controls at the bottom or top of each page.

## WELCOME PAGE

WISCONSIN DEPARTMENT OF TRANSPORTATION

*Doing Business*

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Welcome to Wisconsin eMV, an interactive system designed to assist you in verifying owner and vehicle information and completing title and registration application submission to the [Wisconsin Department of Transportation](#).

Help links appear throughout the eMV application to assist you with your electronic processing. Simply click on any underlined word (such as Wisconsin Department of Transportation in the above paragraph) to receive additional information about the underlined topic.

If the help link information does not answer your processing question, DMV's Agent Partnership Unit is available to provide you with assistance Monday through Friday, 7:30 a.m. - 4:30 p.m.

Phone 608-267-3349 or email [DOTDealerseMV11@dot.state.wi.us](mailto:DOTDealerseMV11@dot.state.wi.us) to contact DMV's Agent Partnership Unit.

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Select **OK** to continue.

## MAIN MENU SCREEN

**Main Menu**

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ditrjm processing on behalf of PASSEHLS AUTO SALES - MV5555

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This system has been designed to walk you through each available transaction. Simply select the appropriate radio button and click "Next" to begin the step-by-step instructions.

☒ Title/Registration Processing

☐ Vehicle Inquiry

☐ Retrieve for update and complete VIN:   
Reference number:

☐ View Reports

☐ Bank Account Information and Forms

☐ Junk Vehicle VIN:

☐ Reset (cancel) transaction VIN:   
Reference number:  Title number:

☐ Add Temporary Plate to Log

**Navigation tip:** To move from page to page in e-MV11, be sure to use the controls at the top or bottom of each page. **Don't use the "Back" or "Forward" buttons on your browser.**

**Note:** This tool requires a Java-enabled browser, such as Netscape Navigator v 6.0 and above, or Microsoft Internet Explorer v 5.0 and above.

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Next

## Menu Options

1. **Title/Registration Processing:** Select to process applications
2. **Vehicle Inquiry:** Select to view vehicle information on record with DMV
3. **Retrieve for update and complete:** Select to complete applications that you have started and pended (saved).
4. **View Reports:**
  - a. Mark applications processed as mailed into DMV for imaging
  - b. Reprint eMV11 receipts for applications already processed
  - c. View your log of Temporary Plates issued
  - d. View report of applications completed
  - e. View report of applications pended (saved but not yet completed)
5. **Bank Account Information and Forms:**
  - a. Accessing/changing bank account information (ACH role required)
  - b. Print a blank "Mail to DOT" form
  - c. Order additional yellow mailing labels
  - d. Print Correction Request form
  - e. Links to e-MV11 Home Page and User Manual.

6. **Junk Vehicle:** Add Junk brand to vehicle. See Section 9 of this manual for complete instructions.
7. **Reset (cancel) transaction:** You can cancel a transaction the same day it is completed. You can cancel a transaction that has been pended (but not yet completed) indefinitely.
8. **Add Temporary Plates to log:** For use issuing Temporary Plates for applications that could not be completed using e-MV11 or situations not involving e-MV11 processing. Examples:
  - a. A Temporary Plate reissue due to a lost or stolen plate.
  - b. The application had to be mailed to DMV for processing (e.g. possible parking citations) and a Temporary Plate was issued to the customer.